

Universal Access Program

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Background

- ❑ 2007 Virginia General Assembly directed DRPT to develop a Universal Access Program for paratransit riders.
- ❑ Currently, eligible persons must qualify for each system. The intent is to allow persons deemed eligible by one service provider to be considered eligible by other paratransit providers in the Commonwealth.

What is ADA Service?

- ❑ ADA transit service is compliant with the Americans with Disabilities Act
- ❑ In order to operate ADA service, operators must:
 - Meet federal and state requirements in terms of vehicle specifications, training for service operators and other requirements to ensure that persons with disabilities can be accommodated
- ❑ In order to access ADA service, residents may:
 - Contact their local transit operator for information on available services
 - Qualify for reduced fare or complimentary transit service, depending on the situation
- ❑ General types of ADA service operations:
 - **Fixed route service:** transit service that is operated along a prescribed route according to a fixed schedule.
 - **Demand response service:** transit service which is not operated on a fixed route system, but in response to specific requests for service. Service is available during the business hours of the transit operator, and can vary from system to system.

Existing Requirements

- ❑ Americans With Disabilities Act (ADA) established universal access by requiring complementary paratransit services to be provided for visitors if they have been certified as “ADA paratransit eligible” by a public entity.
- ❑ The service provider being used by a visitor must honor the certification and provide up to 21 days of paratransit service during a calendar year.

Proposed Requirements

- ☐ If an ADA certified visitor rides 21 days in a calendar year and wishes to continue riding on the system, the provider serving the visitor shall change the visitor's eligibility status to the same status the visitor has with their home provider.
- ☐ At no time shall the visitor have to provide additional documentation, participate in interviews or any other reviews in order to gain complementary certification or recertification.
- ☐ Requirements will be implemented through annual contracts DRPT has with the providers.

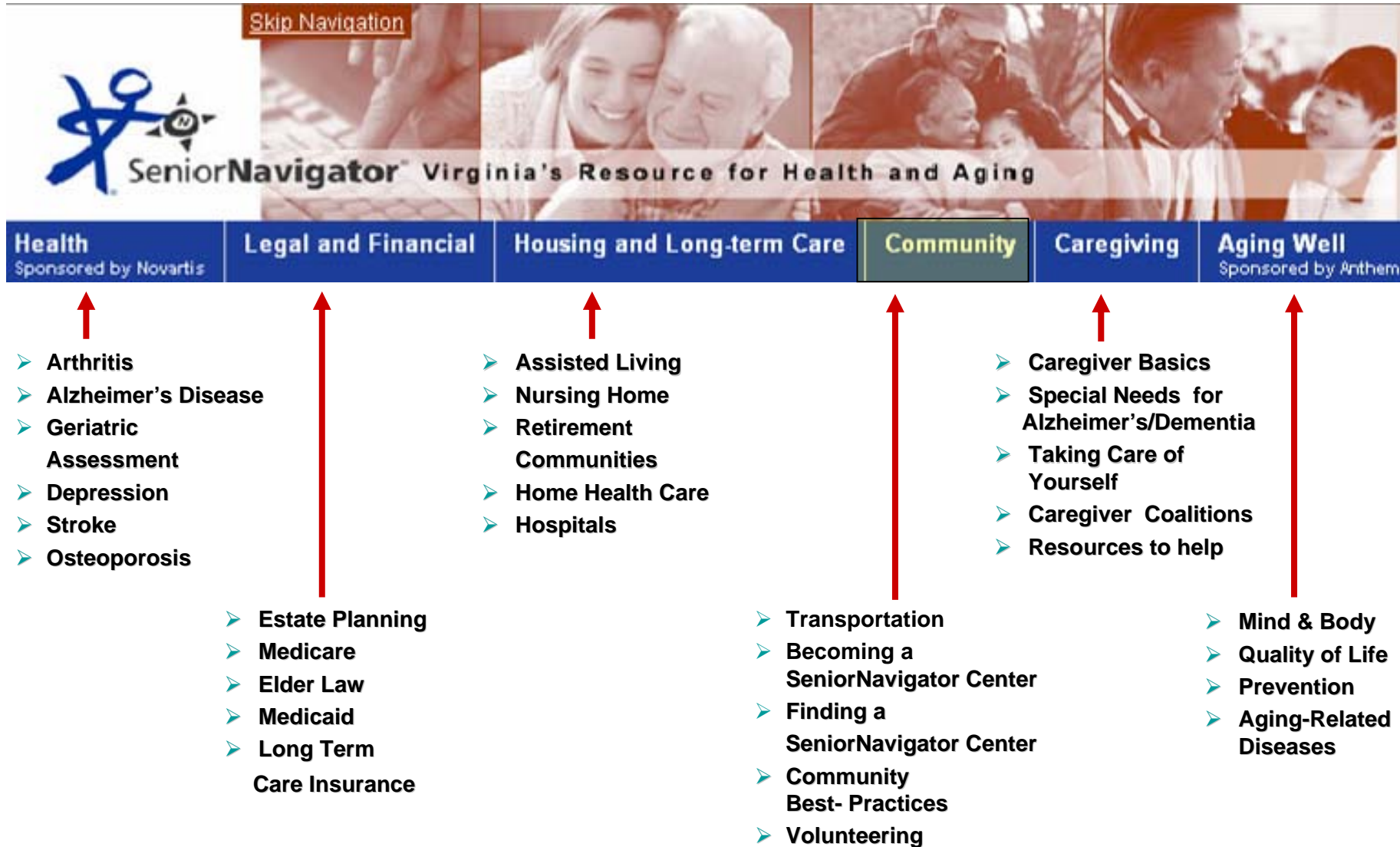
Additional Proposals

- ❑ Develop and maintain an inventory of complementary paratransit services in the Commonwealth.
- ❑ Develop information to be placed on SeniorNavigator's website, DRPT's website and any other appropriate sites for ADA certified visitors on how to access paratransit services.
- ❑ Provide training for the staff of paratransit providers on the requirements for Universal Access service.
- ❑ Create an Access Advisory Committee to monitor the implementation and progress of Universal Access.

Leveraging Available Resources

- ❑ SeniorNavigator – established in 2001, national model for aging and disability resources.
- ❑ Combines online assistance with a network of volunteers - over 21,000 health and aging resources for seniors, caregivers, adults with disabilities and their families.
- ❑ Public-Private Partnership with the Commonwealth of Virginia, local governments, and hundreds of private sector partners.

Provides Comprehensive Information



Needs Assessment: 12 Simple Questions



SeniorNavigator Virginia's Resource for Health and Aging

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Using GetCare technology by RTZ Associates

Needs Assessment

This assessment form was designed to quickly and accurately evaluate your care needs. There are 12 questions; please answer as many as you can. You don't need to answer all the questions, but it is required that you answer question #2. It will take about 5-10 minutes to complete.

When you finish, click the 'Submit' button at the bottom of the form, and we'll recommend care options to meet your needs.

Then you can learn about each option, select those that seem most appropriate and find care providers anywhere in Virginia.

1. I am seeking care for:

1. I am seeking care for:

- ☐ Myself
- ☐ My Parent
- ☐ My Spouse
- ☐ Another Relative
- ☐ My Friend
- ☐ Other

2. I prefer to receive services:(check all that apply)

- ☐ In my home
- ☐ In the community
- ☐ At a residential facility
- ☐ In an institutional setting
- ☐ I'm not sure

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In The News

► [Commonwealth Council on Aging: 2007 Best Practices Award Program](#)

► [Personal Medication Record](#)

► [Virginia Advance Medical Directive](#)

More than a “telephone book”



Virginia's Resource for Health & Aging™

Information courtesy of www.SeniorNavigator.org

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Community Transportation

A program of Greater Lynchburg Transit Company
1301 Kemper Street PO Box 797
Lynchburg, VA 24505

| | | | |
|------------------------------|---------------------------------------------------------------------|-----------------------|------------------------------------------------------------------------|
| Program Type | Paratransit Services | Intake Contact | Michael J. Carroll |
| Main Information Line | (434)455-5099 | Intake Email | joann.martin@lynchburgva |
| Web site | http://www.gltconline.com/ | | |

Additional Information

Where Service Is Provided

| | |
|-------------------------------------------------|------------------|
| Accessible to Public Transportation? | Yes |
| Provides Transportation to/from Service? | Yes |
| What type of business is this? | Local Government |

Listing Number: IRCV0565AC

What Is Our Availability?

Hours of operation

| | |
|-----------|-----------------|
| Monday | 8:30 AM-5:00 PM |
| Tuesday | 8:30 AM-5:00 PM |
| Wednesday | 8:30 AM-5:00 PM |
| Thursday | 8:30 AM-5:00 PM |
| Friday | 8:30 AM-5:00 PM |

How Much Does Our Service Cost?

Accepted payment Please Inquire

This listing last updated:
November 19, 2007

Who Are We?

This is for individuals whose disability prevents them from using the regular GLTC bus routes. The Americans with Disabilities Act (ADA) has established regulations and standards for this service. It is also sometimes called ADA service. Paratransit services offer door-to-door van service to persons who cannot ride regular GLTC buses because of a disability. Van equipped with lift.

Who Do We Serve?

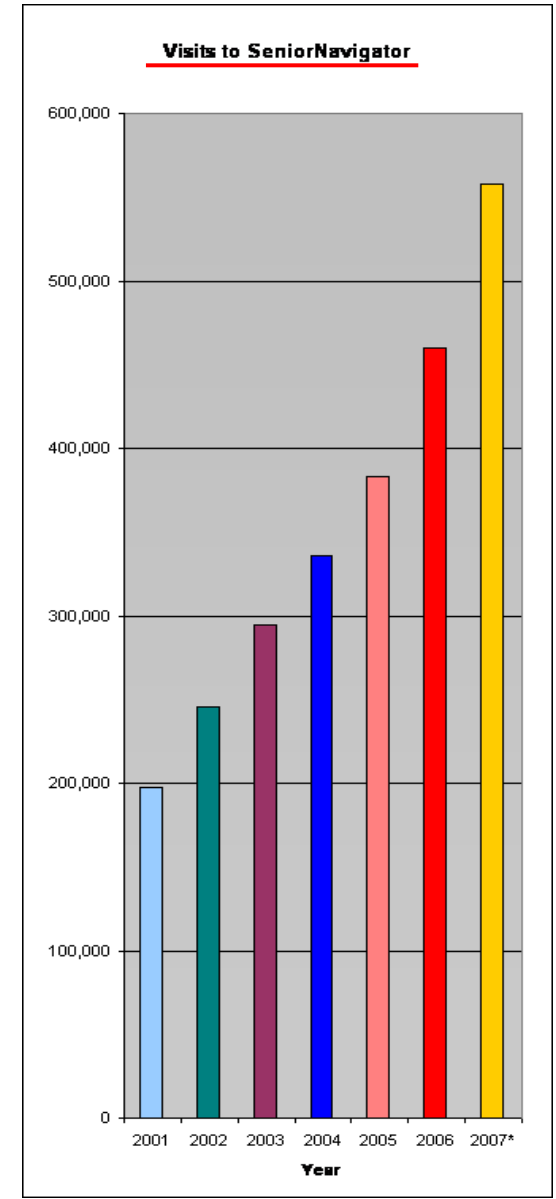
| | |
|---------------------------------------|-----------------------------------------------------------------------|
| Age range | No age limitation |
| Program is able to accommodate | Wheelchair |
| Service Area (Counties) | Campbell County, Lynchburg City |
| Other Eligibility Requirements | Paratransit riders must be certified to use the GLTC Paratransit van. |

| | |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Accessing Services | Paratransit riders must complete and application and provide a physician statement Expect to be contacted within 24 hours. |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------|

- Program Name
- Address
- Telephone
- Fax
- Email/ Website
- Program notes
- Link to a map
- Translate
- Contact person
- Eligibility
- Fees
- Accessibility

Great Track Record Reaching Those in Need

- ❑ Steady 20% annual increase
- ❑ 550,000 visits in 2007
- ❑ Average visit is 13 minutes



Partnership Goals

1. Create Statewide Web-based Transportation Resource
2. Maintain Service Locator on DRPT website
3. Provide Education
4. Provide Tools and Support to Update Data Listings
5. Provide Training to Better Assist Riders with Disabilities
6. Raise Awareness for Consumer Use

Phase I (Jan 08 - June 08)

- ☐ Add all DRPT-funded provider services to the SeniorNavigator database and update their current transportation listings.
- ☐ Ensure consistency between DRPT site and SeniorNavigator site by sharing and updating information.
- ☐ Co-develop content for the SeniorNavigator site based upon feedback from focus groups
- ☐ Train service providers on professional membership and adding and updating service information

Phase II (July 08 - June 09)

- ❑ Develop a transit provider-specific schedule display
- ❑ Implement the use of an icon, rating system to identify accessibility
- ❑ Build a transportation module onto the needs assessment
- ❑ Provide quarterly uploads to DRPT Service Locator
- ❑ Develop a co-branded Transportation Portal Page linking consumers from DRPT
- ❑ Expand content development from Phase I
- ❑ Feature model transportation programs in the “In the News”
- ❑ Add an automated prompt to remind providers of the need to update their information twice a year.

Phase II (July 08 - June 09)

- ❑ Train interested providers to become SeniorNavigator Centers
- ❑ Provide regional training and materials for providers on etiquette and appropriate terminology for assisting people with disabilities
- ❑ Integrate transportation information into Community Specialist training
- ❑ Design an information packet for 547 SeniorNavigator Centers
- ❑ Design an E-Quicktip to broadcast to 5,000 subscribers
- ❑ Develop a Transportation “Ask an Expert” for 62 newspapers
- ❑ Review DRPT and SeniorNavigator publications to co-brand where possible

